



**WEST BENGAL MEDICAL SERVICES CORPORATION LTD.**  
(Wholly owned by the Government of West Bengal)  
Swasthya Sathi, GN-29, Sector-V, Salt Lake, Kolkata-700 091.

**Responses to Pre-Bid Queries**

**in respect of**

***BIDDING DOCUMENTS***

***FOR***

***Integrated Facility Management Services in 29 Multi/ Super  
Specialty Hospitals across West Bengal in 3 packages***

**Bid Reference No.: WBMSCL/NIT-43/2016**

**Dated - 25.07.2016**

**2<sup>nd</sup> call of Bid Reference No.: WBMSCL/NIT-14/2016**

**Dated - 03.03.2016**

Sl. No.	Query	Response
1	Request for change in the Eligibility Criteria	No change in the Bidding Documents.
2	Request for seeking separate rates for security and housekeeping services	No change in the Bidding Documents.
3	Request for grouping hospitals considering their geographical proximity in each package	No change in the Bidding Documents.
4	Request for allowing enhancement of rates consequent to half-yearly wage revision in West Bengal	No change in the Bidding Documents.
5	Request for specification of minimum number of personnel to be deployed in each facility.	Kindly refer to Annexure - D of the Schedule of Requirements (SoR) of the Bidding Documents. It may be noted that the list of manpower provided is merely an indicative minimum list of personnel proposed to be deployed when all the hospitals will be fully functional with all support services.
6	Request for enhancement of term of Contract	No change in the Bidding Documents.
7	Will the enhanced minimum wages (after wage revision) be reimbursed by the Authority?	Question of reimbursement does not arise. Only Monthly Contract Fees are to be paid on the carpet area over which services are required to be rendered by the Service Provider, for any calendar month, for a period of 12 months from the issue of Notification of Award, at the rate quoted by the bidder in the Financial Bid. No enhancement in the Monthly Contract Fees will be allowed, during the tenure of the Service Agreement, upon any increase of minimum wages.
8	Whether pay structure as indicated in Annexure - A of the Schedule of Requirements is merely indicative or HRA, Bonus, leave as specified in Annexure-A are required to be paid or complied by the Service Provider?	Requisite compliances are to be made as per the extant rules and regulations of the Department of Labour, Government of West Bengal, as applicable to security and housekeeping services to be rendered as per the Bidding Documents.
9	Whether payment will be made on the basis of sq. ft. area mentioned against each hospital or on the basis of actual operational area?	Payment shall be made on the basis of actual operational area over which services will be required to be rendered by the Service Provider, which shall be intimated from time to time.